

GM CUSTOMER CARE AND AFTERSALES
DCS3506
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 21, 2015

Subject: Upcoming Safety Recall 14291 - Update
Customer Letter Mailing

Models: 2006-2009 Buick LaCrosse
2006-2008 Buick Rainier
2006-2007 Chevrolet Trailblazer
2006-2008 Chevrolet Trailblazer EXT
2006-2007 GMC Envoy
2006-2008 GMC Envoy XL
2006-2008 Saab 9-7X

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

On November 25, 2014, General Motors dealers were advised via GM GlobalConnect of upcoming safety recall 14291. This product field action involved certain 2006-2009 model year Buick LaCrosse and Rainier, Chevrolet Trailblazer and Trailblazer EXT, GMC Envoy and Envoy EXT and Saab 9-7X vehicles.

As required by the National Highway Traffic Safety Agency (NHTSA), GM will begin notifying involved customers of this safety recall on January 22, 2015. This letter will advise customers that parts are not currently available and that they will receive another letter when parts become available. A copy of the letter is attached to this message.

The Investigate Vehicle History screen in the Global Warranty Management system will not be updated until the recall bulletin is released. Please do not call GM Technical Assistance.

If a customer vehicle is brought into the dealer with a condition indicating the HDM module is not functioning, install the current HDM service part to correct the condition. This is not a permanent fix, the customer will need to return the vehicle when the remedy is available. Use the labor chart below for repair labor and reimbursement information.

Labor Code	Description	Labor Time	Net Item
9101194	Install HDM To Correct Low Beam Headlamps Inoperative – Temporary Remedy	0.3	N/A
9101195	Customer Reimbursement Approved	0.2	*
9101196	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

END OF MESSAGE
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